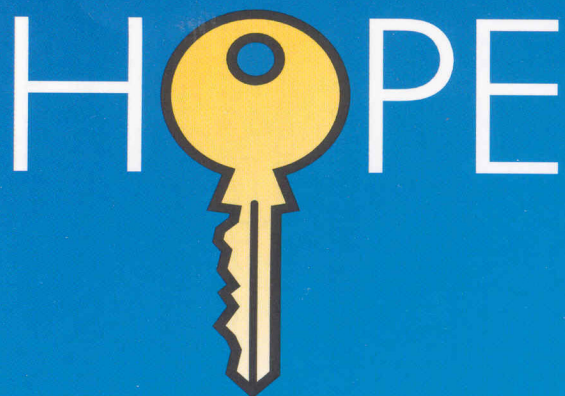


# The Key To Ending Homelessness



Ending Homelessness for  
People with  
Mental Illnesses  
and/or Substance  
Use Disorders

National Training Conference

December 3-6, 2003

Pointe South Mountain Resort  
Phoenix, Arizona



U.S. Department of Health and Human Services  
Substance Abuse and Mental Health Services Administration  
Center for Mental Health Services



# Acknowledgements

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*We extend our sincere appreciation to all co-sponsors, planning partners, speakers, art exhibitors, vendors and contributors to the Resource Room for helping make this conference a success.*

\*If you are interested in serving on the planning committee for the next National Training Conference, please leave your name and contact information at the the conference registration area or contact The National Resource Center on Homelessness and Mental Illness by phone (800) 444-7415 or e-mail [nrc@prainc.com](mailto:nrc@prainc.com)

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# Hope: The Key to Ending Homelessness for People With Mental Illnesses and/or Substance Use Disorders

Phoenix, Arizona ♦ December 3–6, 2003

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Coordinated by  
National Resource Center on Homelessness and Mental Illness  
[www.nrchmi.samhsa.gov](http://www.nrchmi.samhsa.gov)

# Conference

## WEDNESDAY, DECEMBER 3



### Pre-Conference Institutes

#### **Addressing Chronic Homelessness: What Works?** (9:00 am – 5:00 pm Flagstaff/Indigo)

This full-day institute will provide an overview of the characteristics and service needs of people who experience chronic homelessness. Evidence-based and promising approaches for addressing and preventing chronic homelessness at the system and individual levels will be presented and discussed. The session will open with a keynote address from U.S. Interagency Council on Homelessness Executive Director Philip Mangano.

#### **Supportive Housing Training Institute** (9:00 am – 5:00 pm East Courtroom 2)

The Corporation for Supportive Housing and the Center for Urban Community Services, in collaboration with the U.S. Department of Housing and Urban Development, have released an 11-curriculum series to help build a skilled workforce for the supportive housing industry. This institute will help prepare trainers to use these “step-in” teaching tools. Role-playing exercises will give participants the opportunity to practice teaching the curricula and to brush up on essential training skills.

#### **Welcoming Reception for Consumers** (5:00 – 7:00 pm Goldwater)

More than 50 people who have been homeless and who have mental illnesses and/or substance use disorders are taking part in this conference as both participants and faculty. A welcoming reception will be held for them to get to know one another and to meet federal agency representatives and conference staff. *This is an alcohol-free event.*

## THURSDAY, DECEMBER 4

#### **Welcome and Keynote Address** (8:30 – 10:00 am Grande Ballroom)

Join us for the opening session where A. Kathryn Power, M.Ed., Director of the Center for Mental Health Services, will welcome participants to the conference. U.S. Department of Health and Human Services Secretary, Tommy G. Thompson (invited), will then give his keynote address. Fred Karnas, Jr., former President and Chief Executive Officer of the Arizona Family Housing Fund and former Executive Director of the National Coalition for the Homeless, will next share his experiences in shaping local and national strategies to address homelessness and offer his perspective on current efforts to end homelessness among people with mental illnesses and substance use disorders.

#### **Creating Permanent Supportive Housing** (10:30 am – 5:30 pm Navajo)

This full-day institute will provide a comprehensive overview of options for creating permanent housing for people with mental illnesses and substance use disorders. Development alternatives such as new construction and rehabilitation of existing housing stock, and non-development alternatives including master leasing and Section 8 vouchers will be examined.

#### **Racism of the Well-Intended** (10:30 am – 5:30 pm Hopi)

This day-long session provides a safe environment for participants to examine personal and societal components of racism. The goal is to find ways to live more in the solutions as we become allies in the struggle against racism and to better serve people who are homeless.

#### **Federal Policy Perspective – Part I** (10:30 am – 12:00 noon Diablo)

Come hear A. Kathryn Power, M.Ed. (invited), Director of SAMHSA's Center for Mental Health Services, discuss the recommendations of the President's New Freedom Commission on Mental Health and the impact of these recommendations on CMHS programs and on the creation of policies and services that promote recovery for people who are homeless and have mental illnesses.

#### **Luncheon/Plenary** (12:00 – 1:30 pm Grande Ballroom)

Bill Lichtenstein, of Lichtenstein Creative Media, Inc., will discuss his personal experiences with mental illness and with filming of the documentary *West 47<sup>th</sup> Street*. The film, which aired earlier this year on PBS, chronicles the challenges faced by individuals with mental illnesses and substance use disorders in remaining engaged in services and housing.



#### **Federal Policy Perspective – Part II** (2:00 – 3:30 Diablo)

Federal agency representatives from HUD, HHS, VA and the Interagency on Homelessness will update participants on current initiatives to address and end homelessness. They will discuss how new directions in federal policy will affect efforts to address the needs of people who are homeless and have mental illnesses and/or substance use disorders.

# Highlights

## **The Housing First Approach to Ending Homelessness** (2:00 – 5:30 pm *Mohave*)

This session will provide an understanding of the housing first approach, as differentiated from the linear continuum of care model of homeless services. Participants will hear from successful programs that have implemented the housing first approach for people who are homeless and have mental illnesses and/or substance use disorders.

## **Exemplary Program Awards Ceremony and Reception** (5:30 – 7:00 pm *Grande Ballroom*)

Join us for a networking reception and a tribute to six programs selected to receive the 2003 Center for Mental Health Services' Homeless Programs Branch Exemplary Program Awards. *This is an alcohol free event.*

## **FRIDAY, DECEMBER 5**

### **Breakfast with Champions: Briefing with National Advocacy Groups** (7:30 – 8:30 am *Grande Ballroom*)

Key national advocacy groups will give you the scoop on what's happening on the Hill, what's coming up, and what you can do to help. Don't miss the opportunity to hear from the Corporation for Supportive Housing, National Alliance to End Homelessness, National Coalition for the Homeless, National Alliance for the Mentally Ill, National Network for Youth, National Law Center on Homelessness and Poverty, and the National Health Care for the Homeless Council.

### **Full-Day Institute: Outreach and Engagement** (8:30 am – 5:30 pm *Hopi*)

This full-day session will explore outreach as an essential component in helping people who experience chronic homelessness access needed care and resources. Trainers will provide an overview of the principles and characteristics of effective outreach and provide opportunities for participants to acquire the core knowledge and skills needed to do it well.

### **Program Site Visits** (9:00 am – 12:00 noon)

Conference participants will have an opportunity to visit programs in the Phoenix, AZ area that serve people who are homeless and have mental illnesses and substance use disorders. Transportation will be provided to and from the sites. Registration — limited to 42 participants — will take place at the conference on Thursday morning.

### **A Conversation with SAMHSA Staff** (10:30 am – 12:00 noon *Diablo*)

Join us for an informal session with key leaders from SAMHSA who will offer the opportunity to provide feedback to those who administer the SAMHSA programs and initiatives that affect your constituency.

### **Safe Havens Gathering** (5:30 – 6:30 pm *Bisbee*)

This informal session is for those currently operating Safe Haven projects, as well as those who may be interested in this type of housing, to come together to address the challenges of operating Safe Havens.

## **SATURDAY, DECEMBER 6**

### **Expediting SSI & SSDI Benefits** (8:30 am – 5:00 pm *West Courtroom 3*)

This workshop will take participants through the SSA disability determination process from application through final determination. Faculty will offer practical advice and tips regarding expediting this process, including an explanation of specific rules and regulations pertaining to homelessness and ways to overcome access barriers and work effectively with SSA.

### **Using Mainstream Housing Resources** (8:30 am – 12:00 noon *Navajo*)

This half-day institute will discuss ways in which mainstream housing programs such as Section 8 and HOME can be used to expand affordable housing opportunities for people with mental illnesses and substance use disorders. Participants will also learn about the various planning mechanisms for HUD programs and the opportunities presented by participating in these. Examples of successful efforts to access mainstream housing resources through participation in HUD planning processes will be explored.

## **DAILY**

### **Consumer Networking Suite** (Daily 9:00 am – 9:00 pm *West Sunset E*)

This suite, open daily from 9:00 am – 9:00 pm, is available to all consumers attending the conference. Stop by, relax, and connect with others, and if you have a need or request, check in with conference staff at the West Registration Desk to see if we can help!

### **Resource Area** (Daily 8:00 am – 5:00 pm *Estrella*)

Visit our Resource Area to share and receive program information and resources, including training/technical assistance materials, videos and reports. Artwork and crafts made by people who are, or were recently, homeless will also be offered for sale.

Wednesday, Dec. 3		Thursday, Dec. 4	
8:00-9:00 am Continental Breakfast		7:00-8:30 am Continental Breakfast	
Pre-Conference Institute Registration – <i>West Registration Desk</i>		Conference Registration – <i>West Registration Desk</i>	
9:00 am-5:00 pm Pre-Conference Institutes		8:30-10:00 am Opening Session	
<ul style="list-style-type: none"> <li>Addressing Chronic Homelessness: What Works? <i>Flagstaff/Indigo</i></li> <li>Supportive Housing Train-the-Trainer Institute – <i>East Courtroom 2</i></li> </ul>		Welcome/Keynote Address – <i>Grande Ballroom</i>	
		10:30-12:00 noon 1.5 Hr. Workshops	10:30 am-5:30 pm Full-Day Institutes
		<ul style="list-style-type: none"> <li>Addressing primary health needs – <i>Apache</i></li> <li>Assertive community treatment – <i>Mohave</i></li> <li>Federal policy perspective—Part I – <i>Diablo</i></li> <li>Recovery from mental illness, substance abuse &amp; homelessness – <i>Bisbee</i></li> <li>Strategies for partnership &amp; collaboration – <i>Copper</i></li> </ul>	<ul style="list-style-type: none"> <li>Creating permanent supportive housing – <i>Navajo</i></li> <li>Racism of the well-intended – <i>Hopi</i></li> </ul>
		12:00-1:30 pm Luncheon Plenary – <i>Grande Ballroom</i>	
		2:00-3:30 pm 1.5 Hr. Workshops	2:00-5:30 pm Half-Day Institute
		<ul style="list-style-type: none"> <li>Federal policy perspective—Part II – <i>Diablo</i></li> <li>HMIS – <i>Apache</i></li> <li>Housing strategies for people with criminal justice involvement – <i>Copper</i></li> <li>Integrated treatment for co-occurring disorders – <i>Bisbee</i></li> </ul>	<ul style="list-style-type: none"> <li>The Housing First approach to ending homelessness – <i>Mohave</i></li> </ul>
		4:00-5:30 pm 1.5 Hr. Workshops	
		<ul style="list-style-type: none"> <li>Employment strategies– <i>Diablo</i></li> <li>Implementing the community reinforcement approach – <i>Bisbee</i></li> <li>Preventing chronic homelessness: Critical time intervention – <i>Copper</i></li> <li>Psychopharmacology – <i>Apache</i></li> </ul>	
5:00-7:00 pm Conference Registration Begins – <i>West Registration Desk</i>			
5:00-7:00 pm Reception		5:30-7:30 pm Exemplary Program Awards Ceremony & Reception	
Welcome Reception for Consumers – <i>Goldwater</i>		– <i>Grande Ballroom</i>	

Friday, Dec. 5		Saturday, Dec. 6	
7:30-8:30 am Continental Breakfast		7:30–8:30 am Continental Breakfast	
◇ Briefing with Advocacy Groups – <i>Grande Ballroom</i>			
8:30-10:00 am 1.5 Hr. Workshops	8:30 am-5:30 pm Full-Day Institute	8:30-10:00 am 1.5 Hr. Workshops	8:30 am-5:00 pm Full-Day Institute
◇ Community plans to end homelessness – <i>Diablo</i>	◇ Outreach & engagement – <i>Hopi</i>	◇ Comprehensive programming – <i>Bisbee</i>	◇ Expediting SSI & SSDI benefits – <i>West Courtroom 3</i>
◇ Criminal justice re-entry strategies – <i>Bisbee</i>		◇ Housing and services for families with substance use issues – <i>Mohave</i>	
◇ Interventions for homeless families – <i>Mohave</i>	9:00-12:00 noon Site Tours	◇ Implementing services in low-demand housing – <i>Hopi</i>	8:30-12:00 noon Half-Day Institutes
◇ Legal issues in housing – <i>Apache</i>		◇ Opportunities in working with homeless sexual minorities – <i>Apache</i>	◇ Using mainstream housing resources – <i>Navajo</i>
◇ Linking mainstream services with housing – <i>Navajo</i>		◇ SAMHSA's blueprint for services – <i>Copper</i>	◇ Work as a Priority train-the-trainer – <i>Diablo</i>
◇ Outreach services for youth – <i>Copper</i>			
10:30-12:00 noon 1.5 Hr. Workshops		10:30-12:00 noon 1.5 Hr. Workshops	
◇ A conversation with SAMHSA staff – <i>Diablo</i>		◇ Discharge planning – <i>Mohave</i>	
◇ Addressing stigma & discrimination – <i>Bisbee</i>		◇ Housing for people with HIV/AIDS – <i>Apache</i>	
◇ Housing & services for veterans – <i>Copper</i>		◇ HRSA/SAMHSA Collaborative Initiative – <i>Copper</i>	
◇ Motivational interviewing – <i>Navajo</i>		◇ Trauma-sensitive services – <i>Bisbee</i>	
◇ Planning & implementing services in housing – <i>Mohave</i>		◇ Working with long-term shelter stayers – <i>Hopi</i>	
◇ Using Medicaid to finance supports in housing – <i>Apache</i>			
12:00 noon-2:00 pm Lunch (on your own)		12:00 noon Conference Adjourns	
2:00-3:30 pm 1.5 Hr. Workshops			
◇ CSAT/CMHS Treatment for Homeless Initiative – <i>Copper</i>			
◇ Engagement & treatment in homeless encampments – <i>Navajo</i>			
◇ Housing & services for youth – <i>Diablo</i>			
◇ Housing for substance users – <i>Mohave</i>			
◇ Innovations at the state level – <i>Apache</i>			
◇ Overcoming barriers to accessing mainstream services – <i>Bisbee</i>			
4:00-5:30 pm 1.5 Hr. Workshops			
◇ By & for: Promising practices in peer support services – <i>Apache</i>			
◇ Cultural competence: What does it really mean? – <i>Diablo</i>			
◇ Enrolling and maintaining people on Medicaid – <i>Copper</i>			
◇ Housing strategies for families – <i>Navajo</i>			
◇ Ongoing management & supportive services in housing – <i>Mohave</i>			
◇ Service & advocacy – <i>Bisbee</i>			
5:30-6:30 pm Safe Havens Gathering – <i>Bisbee</i>			



# Workshop & Institute Descriptions

## WEDNESDAY, DECEMBER 3

### Full-Day Pre-Conference Institutes

9:00 am – 5:00 pm

#### **Addressing chronic homelessness: What works? (Flagstaff/Indigo)**

This session will provide an overview of the characteristics and service needs of people who experience chronic homelessness. Evidence-based and promising approaches for addressing and preventing chronic homelessness at the system and individual levels will be presented and discussed. (6 hours)

*Faculty:* Phillip Mangano, U.S. Interagency Council on Homelessness, Washington, DC; Marty Fleetwood, JD, Homebase: The Center for Common Concerns, San Francisco, CA; Robert Hess, City of Philadelphia Adult Services, Philadelphia, PA; Fred Osher, MD, Center for Behavioral Health, Justice and Public Policy, Jessup, MD; Jesse Merrill, Cedartown, GA; Sam Tsemberis, PhD, Pathways to Housing, New York, NY; Ed Speedling, PhD, Project HOME, Philadelphia, PA; James Speller, BA, Mecklenburg County Area Mental Health, Charlotte, NC; Deborah Dennis, MA, Policy Research Associates, Delmar, NY

#### **Supportive housing train-the-trainer institute (East Courtroom 2)**

The Corporation for Supportive Housing and the Center for Urban Community Services, in collaboration with the U.S. Department of Housing and Urban Development, have released an 11-curriculum series to help build a skilled workforce for the supportive housing industry. This Institute will help prepare trainers to use these “step-in” teaching tools. Role-playing exercises will give participants the opportunity to practice teaching the curricula and to brush up on essential training skills. (6 hours)

*Faculty:* Suzanne Wagner, CSW, Center for Urban Community Services, New York, NY; John Rio, MA, CRC, Corporation for Supportive Housing, New York, NY

## THURSDAY, DECEMBER 4

### Full-Day Institutes

10:30 am – 5:00 pm

#### **Creating permanent supportive housing for people with mental illnesses and substance use disorders (Navajo)**

This full-day institute will explore options for creating permanent housing for people with mental illnesses and substance use disorders. Development alternatives, such as new construction and rehabilitation of existing housing stock, and non-development alternatives, including master leasing and Section 8 vouchers, will be examined. Participants will have the opportunity to discuss their experiences with creating housing options and the challenges they face. (5 hours)

*Faculty:* Ann O'Hara, Technical Assistance Collaborative, Boston, MA; Nancy McGraw, Corporation for Supportive Housing, New York, NY; Martha Knisley, Department of Mental Health, Washington, DC; Bernice Miranda, MPH, Hawaii Department of Health, Honolulu, HI; Sally Erickson, MSW, Council for the Homeless, Vancouver, WA

#### **Racism of the well-intended (Hopi)**

This day-long session provides a safe environment for participants to examine several of the personal and societal components of racism. The goal is to find ways to live more in the solutions as we become allies in the struggle against racism and to better serve people who are homeless. (5 hours)

*Faculty:* Jim Wuelfing, CPP, The New England Center, North Brookfield, MA; Arthur Woodard, Jr., MSW, Middletown, CT



## 1½ Hour Workshops

10:30 am – 12:00 noon

### **Addressing primary health care needs of people who are homeless (*Apache*)**

This workshop will help behavioral health providers understand the common medical problems faced by people who are homeless, and how engaging people about primary health issues can enable providers to address behavioral health needs. The workshop will identify medical issues, distinguishing between acute and chronic conditions, and describe treatment modalities and survey common medication regimens. Providers will also learn about community-based sources of health care services and opportunities to create linkages with primary care providers. (1.5 hours)

*Faculty: Adele O'Sullivan, MD, Maricopa County Health Care for the Homeless, Phoenix, AZ*

### **Assertive community treatment: Is it compatible with consumer choice? (*Mohave*)**

This workshop will present an innovative approach to assertive community treatment (ACT) for individuals who have multiple problems including psychiatric disabilities, substance use addictions, health issues, and homelessness. Using a harm reduction approach to the treatment of both mental health symptoms and substance use, this approach is consumer-driven and does not require participation in psychiatric treatment or attainment of a period of sobriety as a precondition for receiving any services, including housing. ACT is an evidence-based intervention that offers psychiatric, vocational, substance abuse, health, and other treatment services and serves as a useful platform for other evidence-based practices such as supported employment and integrated treatment for co-occurring disorders. This session is designed to be interactive and provide opportunity for participants to discuss issues. (1.5 hours)

*Faculty: Sam Tsemberis, PhD, Gary Clark, CSW, and Sheryl Silver, LCSW, Pathways to Housing, New York, NY*

### **Federal Policy Perspective – Part I (*Diablo*)**

During this session, participants will hear from the Director of SAMHSA's Center for Mental Health Services who will discuss the recommendations of the President's New Freedom Commission on Mental Health which calls for a fundamental transformation of how mental health care is delivered in America. The impact of the Commission's recommendations on CMHS' programs and on the creation of policies and services that promote recovery for people who are homeless and have mental illnesses will be explored. (1.5 hours)

*Faculty: A. Kathryn Power, MEd, Center for Mental Health Services, Rockville, MD (invited)*

### **Recovery from mental illness, substance abuse and homelessness (*Bisbee*)**

People who are homeless and have mental illnesses and/or substance use disorders experience multiple and profound losses, in addition to the effects of mental illness and addiction. This workshop will help practitioners understand the interactive effects of losses associated with homelessness and multiple disabilities. Strategies that play a critical role in facilitating the process of recovery will be discussed. (1.5 hours)

*Faculty: James Winarski, MSW, Advocates for Human Potential, Sudbury, MA; Russell Gross, Bowery Chemical Dependency Crisis Services, New York, NY; Judi Chamberlin, The National Empowerment Center, Lawrence, MA*

### **Strategies for partnerships and collaboration (*Copper*)**

Participants will learn about strategies for building successful partnerships aimed at ensuring effective housing and support services to reduce homelessness. Principles for effective collaboration will be presented. Lessons learned about effective systems integration strategies will be discussed. (1.5 hours)

*Faculty: David Wertheimer, MSW, MDiv, Kelly Point Partners, Seattle, WA*

## Half-Day Institutes

2:00pm – 5:30 pm

### **The Housing First approach to ending homelessness (*Mohave*)**

This session will provide an understanding of the Housing First approach, as differentiated from the linear continuum of care model for homeless services. Participants will hear from successful programs that have implemented this approach for people who are homeless and have mental illnesses and/or substance use disorders. Key elements for making this model work will be explored. (3.0 hours)

*Faculty: Ann Denton, MA, Advocates for Human Potential, Austin, TX; Sam Tsemberis, PhD, Pathways to Housing, New York, NY; Joshua Bamberger, MD, MPH, San Francisco Department of Public Health, San Francisco, CA*

### 1½ Hour Workshops

2:00 pm – 3:30 pm

#### **Federal Policy Perspective – Part II (*Diablo*)**

Federal agency representatives from HUD, HHS, the VA and the Interagency Council on Homelessness will update participants on current initiatives to address and end homelessness. They will discuss how new directions in federal policy will affect efforts to address the needs of people who are homeless and have mental illnesses and substance use disorders. (1.5 hours)

*Faculty:* Walter Leginski, PhD, Office of the Assistant Secretary for Planning and Evaluation, HHS, Washington, DC; Peter Dougherty, Office of Public and Intergovernmental Affairs, U.S. Department of Veterans Affairs, Washington, DC; John Garrity, Office of Special Needs Assistance Programs, U.S. Department of Housing and Urban Development, Washington, DC

#### **Homeless management information systems: What it means to you (*Apache*)**

This session will explore the use of homeless management information systems (HMIS) and how HMIS implementation varies from community to community. Participants will learn how HMIS links with other mainstream systems for data collection and service integration. Best practices in HMIS implementation will be highlighted. (1.5 hours)

*Faculty:* Michelle Hayes, MA, John W. McCormack Graduate School of Policy Issues, Boston, MA; Ann Oliva, Community Partnership for the Prevention of Homelessness, Washington, DC

#### **Housing strategies for people with criminal justice involvement: When the past gets in the way (*Copper*)**

It is estimated that up to 600,000 individuals will exit jail or prison in the U.S. during 2004. Many will be people with mental illnesses and co-occurring substance use disorders. Finding and securing housing for individuals who are homeless, at risk of homelessness and have histories of involvement with the criminal justice system presents special problems related to exclusionary criteria, community opposition and effective supervision of high-risk clients. This workshop will provide an overview of the core issues, offer strategies for overcoming barriers and provide examples of promising practices for developing supportive housing alternatives for this population. (1.5 hours)

*Faculty:* David Wertheimer, MSW, MDin, Kelly Point Partners, Seattle, WA; Jerry Craig, MSSA, LISW, Community Support Services, Akron, OH

#### **Integrated treatment for co-occurring disorders (*Bisbee*)**

People who are homeless and have co-occurring mental illnesses and substance use disorders are a diverse group with a broad range of treatment needs. Consequently, the level of program structure and requirements for participation related to abstinence, treatment compliance, and behavior should be matched to the individual's needs. This session will identify the range of interventions from low to high demand in the areas of individual treatment, group treatment, housing and vocational programs and describe strategies for matching individuals to the most appropriate intervention. (1.5 hours)

*Faculty:* Chris Cline, MD, Zialogic, Albuquerque, NM

### 1½ Hour Workshops

4:00 pm – 5:30 pm

#### **Employment strategies for people who have been homeless (*Diablo*)**

Finding a job is a goal for many people with mental illnesses and/or substance use disorders who have been homeless. This session will discuss strategies for offering meaningful employment opportunities and for helping people successfully manage the transition to work. (1.5 hours)

*Faculty:* Andrea White, MSW, Center for Urban Community Services, New York, NY; John Rio, MA, CRC, Corporation for Supportive Housing, New York, NY; Joyce Grangent, Corporation for Supportive Housing, Chicago, IL

#### **Implementing the community reinforcement approach for substance abuse (*Bisbee*)**

Community Reinforcement Approach (CRA) is an evidence-based, effective and manualized treatment approach for people with addictive disorders that, despite its potential, has not been widely disseminated to homeless treatment programs. This workshop will review and identify the evidence base for CRA, identify key components of the approach, and provide case study examples of CRA implementation with homeless clients. (1.5 hours)

*Faculty:* Michael Shafer, PhD, and Robert Rhode, PhD, University of Arizona, Tucson, AZ

### **Preventing chronic homelessness: The critical time intervention model (*Copper*)**

The Critical Time Intervention (CTI) model is an evidence-based, time-limited case management intervention that helps people who are homeless make successful transitions from institutional settings and shelters to housing and supportive services in the community. This session will present the clinical principles of CTI, its applications and supporting research on its effectiveness in reducing recurrent homelessness among people with mental illnesses in shelters. Broader application of the model to homeless families, veterans and people coming from other institutional settings will be discussed. (1.5 hours)

*Faculty: Alan Felix, MD, Columbia Presbyterian Medical Center, New York, NY*

### **Psychopharmacology (*Apache*)**

In this session, videotaped examples will be used to illustrate symptomatology of the major classes of mental illness. Faculty will provide practical guidance for talking about mental illness, substance abuse, and medication options with people who are homeless. Types of medications used to treat these illnesses will be discussed, along with side effects, typical doses, and interactions with drugs and alcohol. (1.5 hours)

*Faculty: Michael Dempsey, MD, Chicago Health Outreach, Chicago, IL*

## **FRIDAY, DECEMBER 5**

### **Breakfast Plenary**

7:30 am – 8:30 am

#### **Breakfast with champions: Briefing with national advocacy groups (*Grande Ballroom*)**

Key national advocacy groups will give you the scoop on what's happening on the Hill, what's coming up, and what you can do to help. Don't miss the opportunity to hear from the Corporation for Supportive Housing, National Alliance to End Homelessness, National Coalition for the Homeless, National Alliance for the Mentally Ill, National Network for Youth, National Law Center on Homelessness and Poverty, and the National Health Care for the Homeless Council.

### **Full-Day Institutes**

8:30 am – 5:30 pm

#### **Outreach and engagement for chronically homeless individuals: Taking the first step (*Hopi*)**

This full-day session will explore outreach as an essential component in helping chronically homeless people access needed care and resources. Trainers will provide an overview of the purpose, principles and characteristics of effective outreach and explore dilemmas in outreach, ethical guidelines, self-care, safety, cultural competence and more. Using a highly interactive training model, participants will be introduced to the Relational Outreach and Engagement Model. The core knowledge and skills needed to do effective outreach will be described and illustrated. (6 hours)

*Faculty: Ken Kraybill, MSW, National Health Care for the Homeless Council, Seattle, WA; Johnathan Evans, West Philadelphia ACCESS, Philadelphia, PA*

### **1½ Hour Workshops**

8:30 am – 10:00 am

#### **Community plans to end homelessness (*Diablo*)**

Many communities around the country have developed plans to end homelessness. This workshop will examine essential elements of an effective plan to end homelessness and the strategies used to implement the plans. Participants will hear from communities with plans in the early to middle stages of implementation as well as from one that is further along. Implementation challenges and strategies used to overcome barriers, outcomes, and benefits will be discussed. Attention to the specific needs of people with mental illnesses and/or substance use disorders will be highlighted. (1.5 hours)

*Faculty: Dan Shepley, Coalition for Homeless Intervention and Prevention, Indianapolis, IN; Ngoan Le, Chicago Department of Human Services, Chicago, IL; Barbara Poppe, Community Shelter Board, Columbus, OH; Norm Suchar, National Alliance to End Homelessness, Washington, DC (moderator)*



## FRIDAY, DECEMBER 5 *continued*

### **Interventions for families experiencing homelessness (*Mohave*)**

This workshop will identify the challenges and unique needs of homeless women with mental illnesses and/or co-occurring substance use disorders who are caring for their children. Key elements being tested in interventions for this population from a SAMHSA-funded multi-site outcome study will be discussed. A specific intervention for providing housing and related support services that shows promise will be described in detail. (1.5 hours)

*Faculty:* Phoebe Soares, MSW, National Center on Family Homelessness, Newton Centre, MA; Alan Felix, MD, Columbia Presbyterian Medical Center, New York, NY; Laura Holly Pennington, Family Foundations, Phoenix, AZ

### **Legal issues in supportive housing (*Apache*)**

This workshop will present an overview of the legal issues that confront developers and operators of supportive housing. Discussion topics will include a range of legal issues, including fair housing, tenant laws/rights, and landlord responsibilities. (1.5 hours)

*Faculty:* Henry Korman, The Community Builders, Boston, MA; Helen Bergman, MSW, Community Connections, Washington, DC

### **Linking mainstream services with housing to prevent homelessness (*Navajo*)**

This session will feature innovative projects that have been initiated between mainstream service providers and homeless/housing providers to prevent homelessness among people with mental illnesses. Participants will learn how they collaborated and the motivations for initiating such projects. The speakers will explore development, implementation, and sustainability issues as well as lessons learned for replication. (1.5 hours)

*Faculty:* John Lafley, Lamson YMCA, Chicago, IL; Larry Klondin, LCSW, Northwestern Memorial Hospital, Chicago, IL; Ruth Groff, Lakefront SRO, Chicago, IL

### **Outreach services for homeless youth (*Copper*)**

This session will discuss challenges and successful approaches to providing street outreach to homeless youth. Participants will hear about a street outreach program that utilizes specially trained counselors, peer leaders and volunteers who walk the streets seeking out homeless youth. The process of developing trust and linking youth with needed housing and services, including mental health and substance abuse treatment, will be explored. (1.5 hours)

*Faculty:* Jerry Fest, Youth Services Consulting, Portland, OR; Jerene Petersen and Dylan Anderson, Urban Peak, Denver, CO

### **Criminal justice re-entry strategies to prevent homelessness (*Bisbee*)**

A growing number of individuals released from incarceration settings are at risk of homelessness across the country. A portion of the demand at the front door of homeless programs is linked to those coming out the back door of the corrections system, both prisons and jails. The reintegration of these individuals into our communities requires linkages with housing as well as with mental health, substance abuse and other supportive services. This workshop will present strategies for preventing homelessness among this population and discuss how other localities can develop resources and partnerships to implement similar strategies. (1.5 hours)

*Faculty:* Tracy Barsolo, Women Living Free, Phoenix, AZ

## **1½ Hour Workshops**

10:30 am – 12:00 noon

### **A conversation with SAMHSA staff (*Diablo*)**

Join us for an informal session with key leaders from the Substance Abuse and Mental Health Services Administration (SAMHSA) who will offer the opportunity to provide feedback to those who administer the SAMHSA programs and initiatives, including the PATH program and the Mental Health and Substance Abuse Block Grant programs, which affect your constituency. (1.5 hours)

*Faculty:* Gail Hutchings, MPA, Substance Abuse and Mental Health Services Administration, Rockville, MD; Frances Randolph, DrPH, Center for Mental Health Services, Rockville, MD; Jane Taylor, PhD, Center for Substance Abuse Treatment, Rockville, MD; Clarese Holden, PhD, Center for Substance Abuse Prevention, Rockville, MD

### **Addressing stigma and discrimination (*Bisbee*)**

This interactive session has been developed to reduce stigmatizing attitudes, behaviors, and practices within the mental health community. Through a variety of learning approaches, participants will identify stigmatizing behaviors and attitudes, and deepen their understanding and awareness of how stigma affects everyone in the mental health community. They will discuss stigma's impact on the design, delivery, and receipt of mental health services, and develop strategies to combat stigma on both a personal and systemic level. (1.5 hours)

*Faculty: Yvonne Perret, MA, MSW, LCSW-C, Advocacy and Training Center, Cumberland, MD; Jennifer Brown, On Our Own of Maryland, Baltimore, MD*

### **Housing and services for veterans who are homeless (*Copper*)**

Veterans constitute one-quarter of homeless adults and one-third of homeless males. This session will provide information about the range of housing and service programs that are available to veterans. Specific program examples will be highlighted. (1.5 hours)

*Faculty: Steve Peck, U.S. Veteran's Initiative, Long Beach, CA; Ed DeBity, Veterans Benefits Clearinghouse, Roxbury, MA; John Baskerville, Swords to Plowshares, San Francisco, CA*

### **Motivational interviewing for people who are homeless (*Navajo*)**

This session will address the challenge of engaging individuals who are homeless and have mental illnesses and/or substance use disorders. Participants will develop a greater awareness of factors that may influence a person's readiness to change, as well as explore strategies for using motivational interviewing and the stages of change model in responding to the needs of people who are homeless. (1.5 hours)

*Faculty: James Winarski, MSW, Advocates for Human Potential, Sudbury, MA; Sheryl Silver, LCSW, Pathways to Housing, New York, NY*

### **Planning and implementing services in housing: Issues in the first year (*Mohave*)**

This session will provide an overview of the steps involved in designing and implementing an effective services program in housing. Implementation of effective structures to support the delivery of services and possible funding strategies will be discussed. Participants will also learn about common issues faced by new tenants and staff in the first year of running a supportive housing project and policies and procedures that assist with addressing these issues. (1.5 hours)

*Faculty: Andrea White, MSW, and Suzanne Smith, Center for Urban Community Services, New York, NY; Joyce Grangent, Corporation for Supportive Housing, Chicago, IL*

### **Using Medicaid to finance supports in housing (*Apache*)**

Medicaid is a mainstream funding resource that offers challenges and opportunities for funding services in supportive housing for homeless individuals with mental illness and/or substance use disorders. This workshop will discuss the different ways in which Medicaid financing is being used to fund the services delivered in conjunction with housing for people who are homeless. (1.5 hours)

*Faculty: Carol Wilkins, MPP, Corporation for Supportive Housing, Oakland, CA; Heidi Nelson, Chicago Health Outreach, Chicago, IL*

## **1½ Hour Workshops**

**2:00 pm – 3:30 pm**

### **CSAT/CMHS Treatment for People Who Are Homeless Initiative (*Copper*)**

In 2001, CSAT received \$10 million to administer the Homeless Addiction Services Initiative that supported grants for the purpose of developing and expanding substance abuse services for people who are homeless. In 2002, CSAT was also charged with administering the Grants for the Benefit of Homeless Individuals (GBHI) program, in coordination with CMHS, to provide grants to develop and expand mental health and substance abuse treatment services for people who are homeless. This session will describe how communities awarded these funds have expanded their capacity to provide treatment to people who are homeless, and explore lessons learned about effective interventions. (1.5 hours)

*Faculty: Joanne Gampel, Center for Substance Abuse Treatment, Rockville, MD and Gigi Belanger, Center for Mental Health Services, Rockville, MD*

## FRIDAY, DECEMBER 5 *continued*

### **Engagement and treatment in homeless encampments (*Navajo*)**

This session will discuss the process of engaging and treating homeless men and women living in encampments through a SAMHSA-funded outreach project intended to better understand and address their mental health needs. Presenters will discuss the importance of understanding the culture of homelessness and steps for building therapeutic relationships in order to address mental health, substance use and other needs using a multi-disciplinary approach. Adaptation of conventional assessment and treatment modalities to unconventional environmental conditions will be explored. (1.5 hours)

*Faculty: Virginia Luchetti, EdD, Donald Brown, and Keith Bussey, MS, Phoenix Programs, Inc., Concord, CA*

### **Housing and services for homeless youth (*Diablo*)**

This session will describe the full range of services and housing offered by a program serving homeless, runaway and at risk youth. Promising practices for linking homeless youth with needed housing and services, including mental health and substance abuse treatment, will be explored. (1.5 hours)

*Faculty: Gail Loose, Tumbleweed Center for Youth Development, Phoenix, AZ*

### **Housing for homeless substance users (*Mohave*)**

One of the greatest challenges in housing people who have been homeless is managing active substance use while keeping individuals stably housed. This workshop will discuss successful models for housing homeless substance users and explore challenges in implementing these programs. Successful management of the impacts of substance use and co-occurring mental health problems to achieve housing stability and better health and mental health outcomes for formerly homeless individuals will be discussed. (1.5 hours)

*Faculty: Mikkell Beckmen, Corporation for Supportive Housing, Minneapolis, MN; Bill Hobson, Downtown Emergency Services Center, Seattle, WA*

### **Innovations at the state level (*Apache*)**

Many states are undertaking efforts to more effectively coordinate programs and services that address homelessness among people who have mental illnesses and substance use disorders. In this session, participants will hear from three states that have developed comprehensive plans to address chronic homelessness through their participation in the HHS, HUD, VA and DOL sponsored Policy Academies on chronic homelessness. Outcomes and accomplishments including policy, funding and other changes aimed at increasing coordination of housing and services to address homelessness will be explored. (1.5 hours)

*Faculty: Allie Bones, Governor's Office for Children, Youth and Families, Phoenix, AZ; Tracy D'Alanno, Colorado Department of Human Services, Denver, CO; Terry Ball, Georgia Department of Community Affairs, Atlanta, GA; Phyllis Wolfe, MA, LICSW, Center for Mental Health Services, Rockville, MD (moderator)*

### **Overcoming barriers to accessing mainstream services (*Bisbee*)**

In this session, faculty will identify barriers that prevent mainstream services from reaching people who are homeless and provide examples of communities and projects that are successfully addressing these barriers. Strategies for increased coordination with and outreach to mainstream service programs will be addressed. Examples of specific types of mainstream resources that can be used to serve people who are homeless will also be provided. (1.5 hours)

*Faculty: Katharine Gale, Alameda County Housing and Community Development Department, Hayward, CA*

## **1½ Hour Workshops**

**4:00 pm – 5:30 pm**

### **By and for: Promising practices in peer support (*Apache*)**

This workshop will look at the peer mentor program at HOPE Inc., a consumer run agency in Tucson, AZ. The session will feature a panel presentation by formerly homeless consumers of behavioral health services who will speak about their experiences as peer mentors and the role of peer support in the recovery process. (1.5 hours)

*Faculty: Fred Shock, Jimmy Rogers, Ron Jones, Rick Brower, Michelle Cole-Hamilton, and Mary Ferranto (moderator), HOPE, Inc., Tucson, AZ*



### **Cultural competence: What does it really mean? (*Diablo*)**

This workshop will provide an overview of what it means to be culturally competent and will help to embed cultural competence at the policy, program and practice levels when serving people who are homeless with mental illnesses and/or substance use disorders. (1.5 hours)

*Faculty: Cathy Cave, New York State Office of Mental Health, Albany, NY*

### **Enrolling and maintaining people who are homeless on Medicaid (*Copper*)**

This workshop will describe the Medicaid enrollment process, barriers to enrollment and on-going participation in Medicaid. Strategies to overcome barriers and facilitate Medicaid participation for people who are homeless will be explored. (1.5 hours)

*Faculty: Patricia Post, MPA, National Health Care for the Homeless Council, Nashville, TN; Stephanie Yvette Penn, Family Health Center, Kalamazoo, MI*

### **Housing strategies for homeless families (*Navajo*)**

Families are one of the fastest growing segments of the homeless population. This session will present examples of how different communities are funding and providing housing and other supportive services to homeless families with mental health and substance use issues. Participants will hear about implementing a housing first approach with families from both a provider and county-level perspective. (1.5 hours)

*Faculty: Tanya Tull, Beyond Shelter, Los Angeles, CA; Nancy Travers, Westchester County Department of Social Services, White Plains, NY*

### **Ongoing management and supportive services in housing (*Mohave*)**

A collaborative relationship between property management and social services is essential to the ongoing operations of a supportive housing project. This presentation explores the various roles for each organization (or within the same organization), areas of overlap and strategies for overcoming differences. Trainees will learn how to effectively coordinate management and services functions and explore how these natural tensions can be used to generate creativity and add a new dimension to the work. (1.5 hours)

*Faculty: Suzanne Wagner, CSW, Center for Urban Community Services, New York, NY; Irma Poe, Corporation for Supportive Housing, Oakland, CA*

### **Service and advocacy: Integrating advocacy in direct service organizations (*Bisbee*)**

The capacity for advocacy makes for stronger, more responsive and vibrant organizations. This session will provide participants with greater understanding of the relationship between direct service and advocacy, explore existing barriers to advocacy work, and identify ways to increase professional and organizational commitment to advocacy. In the process, the concept of “advocacy” will be demystified, and simple, concrete techniques for involving consumers, direct service providers, staff, and board members of direct service organizations into formalized advocacy efforts will be provided. (1.5 hours)

*Faculty: Matt Achhammer, National Health Care for the Homeless Council, Baltimore, MD*

## **Informal Session**

**5:30 - 6:30 pm**

### **Safe Havens gathering (*Bisbee*)**

Safe Havens are housing programs aimed at helping people with serious mental illnesses move from street homelessness to permanent housing. This session is for those currently operating Safe Haven projects, as well as those who may be interested in this type of housing, to come together to address the challenges of operating Safe Havens.

*Facilitator: John Rio, MA, CRC, Corporation for Supportive Housing, New York, NY*

### Full-Day Institutes

8:30 am – 5:00 pm

#### **Expediting SSI and SSDI benefits (*West Courtroom 3*)**

This workshop will take participants through the Social Security Administration's (SSA) disability determination process for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits from application through final determination. Faculty will offer practical advice and tips for expediting this process, including explanations of rules and regulations pertaining to homelessness and ways to overcome access barriers and work effectively with SSA. (6 hours)

*Faculty: Yvonne Perret, MA, MSW, LCSW-C, Advocacy and Training Center, Cumberland, MD; Jeremy Rosen, JD, National Law Center on Homelessness and Poverty, Washington, DC*

### Half-Day Institutes

8:30 am – 12:00 noon

#### **Using mainstream housing resources (*Navajo*)**

This half-day institute will discuss ways that mainstream housing programs such as Section 8 and HOME can be used to expand affordable housing opportunities for people with mental illnesses and substance use disorders. Participants will also learn about the various planning mechanisms for HUD programs and the opportunities presented by participating in these. Examples of successful efforts to access mainstream housing resources through participation in HUD planning processes will be explored. (3 hours)

*Faculty: Ann O'Hara and Steve Day, Technical Assistance Collaborative, Boston, MA; Martha Knisley, Department of Mental Health, Washington, DC; Bernice Miranda, MPH, Hawaii Department of Health, Honolulu, HI; Sally Erickson, MSW, Council for the Homeless, Vancouver, WA*

#### **Work As a Priority: A train-the-trainer workshop (*Diablo*)**

Work As a Priority is a SAMHSA publication that is being used throughout the U.S. and internationally to improve employment outcomes for people with mental illnesses who are homeless. Advocates for Human Potential (AHP) has developed a training curriculum based on this document that has been delivered to hundreds of practitioners across the country. This train-the-trainer workshop familiarizes participants with the curriculum learning objectives, and lessons learned from delivering the training program and meeting the learning objectives of a diverse audience. It is designed to help trainers respond to the specific needs of consumers, advocates, direct service staff, program managers, administrators, and policy and program planners. (3 hours)

*Faculty: Gary Shabean, MPA, and Tom Lorello, LICSW, Advocates for Human Potential, Delmar, NY*

### 1½ Hour Workshops

8:30 am – 10:00 am

#### **Comprehensive programming to address homelessness (*Bisbee*)**

This session will present key operating principles of a homeless assistance center that delivers comprehensive services to meet the complex needs of people who are homeless. Program components, including outreach and a comprehensive behavioral healthcare unit, will be described. Collaborative relationships with police outreach and crisis intervention teams, the local hospital, and mental health and substance abuse treatment systems, and efforts to adapt and integrate existing resources to meet client needs will also be highlighted. (1.5 hours)

*Faculty: David Freedman, M.Ed., CAP, Robert Higdon and Francine Carattini-Eley, DO, Broward Partnership for the Homeless, Fort Lauderdale, FL*

### **Housing and services for homeless families with substance use issues (*Mohave*)**

This workshop will provide a brief history of the housing programs offered by Palladia Inc., one of the largest not-for-profit multi-service agencies in New York that offers a wide range of services for individuals and families including outreach, prevention and treatment through permanent supportive housing. Faculty will identify some of the obstacles and challenges faced over the years in working with homeless families with substance use issues including relationships with city and state funding agencies, law enforcement and the community. Strategies for engaging and motivating tenants who relapse and housing program guidelines that have developed over the years will be explored. (1.5 hours)

*Faculty: Corrine Workman, Palladia, Inc., New York, NY*

### **Implementing services in low-demand housing: Direct services and care (*Hopi*)**

An overview of the Safe Haven program model will be provided, and participants will learn about the concepts of low demand housing, appropriate goal setting, harm reduction, and program expectations when working with homeless people with mental illnesses and/or substance use disorders. The unique challenges of creating and implementing services, as well as offering a continuum of services, in a low demand program will be emphasized. (1.5 hours)

*Faculty: Marci Kresin, Chicago Health Outreach, Chicago, IL; Steve Carter and Tommy Helms, NOVA, Phoenix, AZ*

### **Opportunities in working with homeless sexual minorities (*Apache*)**

Gay, lesbian, bisexual and transgender (GLBT) persons face unique challenges in coping with homelessness. Participants in this workshop will learn how the shelter environment can be made safer for GLBT persons, and how oppression and internalized homophobia are related to homelessness. Mental health and substance use issues clinicians are most likely to encounter when working with GLBT clients will be presented. Protocols for providing care to transgender clients and how these services can improve outcomes will be addressed. (1.5 hours)

*Faculty: Marc Potter, MSW, Harborview Medical Center, Seattle, WA; Anthony Mokrzycki, Seattle, WA*

### **SAMHSA's blueprint for services to people who are homeless (*Copper*)**

The Substance Abuse and Mental Health Services Administration (SAMHSA) and its Center for Mental Health Services in collaboration with the Center for Substance Abuse Treatment (CSAT) have developed the *Blueprint for Services* to disseminate state-of-the-art information about ending homelessness for people who have serious mental illnesses and co-occurring substance use disorders. Learn how this new document will be used to help focus SAMHSA's efforts to address homelessness. (1.5 hours)

*Faculty: Frances Randolph, DrPH, Center for Mental Health Services, Rockville, MD and Jane Taylor, PhD, Center for Substance Abuse Treatment, Rockville, MD*

## **1 1/2 Hour Workshops**

**10:30 am – 12:00 noon**

### **Discharge planning to prevent homelessness (*Mohave*)**

Discharge planning is being viewed increasingly as an opportunity to prevent homelessness. The presentation will document how the Massachusetts Housing and Shelter Alliance changed state and local policy on discharge planning in Massachusetts, with an emphasis on how research shaped advocacy for improved protocols, practices, and programs, and how state interagency efforts were established. Participants will learn how to adapt similar strategies as part of their own planning processes to end homelessness. (1.5 hours)

*Faculty: Mary Ellen Hombs, U.S. Interagency Council on Homelessness, Washington, DC*

### **Housing for people with HIV/AIDS (*Apache*)**

This session will describe the development and operation of the Lyon Building in Seattle, WA which provides 64 units of permanent housing with on-site support services for individuals living with HIV/AIDS who have histories of mental illness and/or substance use. Prior to referral to the project, all tenants had been homeless and failed in multiple housing settings. Participants will learn about the project development process and financing strategies for development and ongoing operations. Strategies for helping residents maintain housing stability and the interface between housing policies and harm reduction strategies in a permanent housing setting will be explored. (1.5 hours)

*Faculty: Bill Hobson, Downtown Emergency Services Center, Seattle, WA*



## **SATURDAY, DECEMBER 6 continued**

### **HRSA/SAMHSA Collaborative Initiative (*Copper*)**

In 2002, the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Health Resources and Services Administration (HRSA) jointly funded the SAMHSA/HRSA Collaboration to Link Health Care for the Homeless Programs and Community Mental Health Agencies. The purpose of the collaboration is to improve access to comprehensive care for homeless people with physical and mental disorders. This workshop will report on the status of the collaboration and the findings to date. (1.5 hours)

*Faculty: Pamela J. Fischer, PhD, Center for Mental Health Services, Rockville, MD*

### **Trauma sensitive services for homeless men and women (*Bisbee*)**

This presentation will explain how and why an agency which serves men and women who are homeless and have mental illnesses and/or substance abuse disorders should transform its provision of services to a trauma sensitive/trauma informed approach. Participants will recognize the need for basic trauma training across all levels of agency staff. (1.5 hours)

*Faculty: Elizabeth Vermilyea, MA, The Sidran Institute, Baltimore, MD*

### **Working with long term shelter stayers and others who experience chronic homelessness (*Hopi*)**

Recent research has shown that less than 20% of people who are homeless consume nearly 50% of the shelter bed-days and other homeless resources in many communities. These individuals are generally single people who have long histories of homelessness as well as mental illness, substance use issues and/or other disabilities or special needs. Ending homelessness among this group requires adjustments in clinical practice as well as changes in public policies. This workshop will discuss how chronically homeless people are and aren't different from other homeless subgroups and will review effective programmatic and systemic interventions to successfully engage and house this population. Case examples from supportive housing programs will be presented. (1.5 hours)

*Faculty: Suzanne Wagner, CSW, Center for Urban Community Services, New York, NY*

## Pointe South Mountain Resort

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PAVILION

### Map Legend



Fountain



Elevator



Rest Rooms

PASEO

SOUTH MOUNTAIN PATIO

K

L

M

N

Kachina  
Lantana  
Mohave  
Navajo

G

J

Goldwater  
Jerome

F

I

Flagstaff  
Indigo

E

H

Estrella  
Hopi

A

B

Apache  
Bisbee

C

D

Copper  
Diatlo

SOAW PEAK PATIO

STAIRS

WEST TERRACE (UPPER)

BRIDGEWALK

WEST TERRACE (LOWER)

PASEO

BRIDGEWALK

PASEO

BRIDGEWALK

2A/2B  
LEVEL 2  
3A/3B  
LEVEL 3

BUSINESS  
CENTRE  
EAST  
COURTROOMS

UPPER LOBBY  
GIFT SHOPPE & REGISTRATION  
LOWER LOBBY

WEST  
COURTROOMS

3C/3D  
LEVEL 3



CONVENTION CENTRE